

Electronic **B**enefit **T**ransfer



How To Use Your EBT Card



To Get Your Food Stamp and / or Cash Benefits



Welcome to EBT!

Your food stamp benefits  and/or cash assistance benefits  are kept in special accounts for you until you want to use them. This brochure tells you how.

How to Use Your Card at the Store



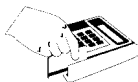
To Buy Food and Other Items



1. Before you shop, check your last receipt to find out how much money is in your account, or call **1-888-997-9777** for your balance.



2. Look for the Quest® mark on the door or window of the store.



3. At check-out, your card is swiped.



4. Enter your secret PIN on the number pad, then press **Enter**.
5. Tell the clerk how much money to enter or enter the amount yourself. Remember, you can only buy eligible food items with your food benefits.



6. Always check your receipt to make sure that the amount on the EBT receipt is the same as the grocery receipt.



To Get Cash at the Store



1. Get your balance by looking at your receipt or call **1-888-997-9777.**



2. Look for the Quest® Mark.

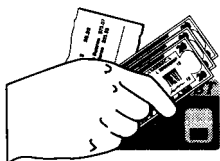


3. Your card is swiped at the check-out counter.



4. Enter your secret PIN on the number pad, then press **Enter**.

5. Tell the clerk how much money to enter or enter the amount yourself.



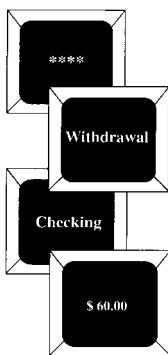
6. Check to make sure the amount on the receipt is the same as the cash you got.



How to Use Your EBT Card at a Cash Machine (ATM)



1. Always follow directions on the ATM.



2. Enter your secret **PIN**.

3. Press **Withdrawal**.

4. Press **Checking**.

5. Enter the whole dollar amount you want. ATM's dispense in minimum denominations of ten and/or twenty dollars.



6. Take your cash from the machine.

7. Wait for your card and receipt.



- Check the receipt to make sure it is the same as the amount you got.
- Do NOT count your money at the machine.
- Keep the receipt so you will know how much you have left in your account.

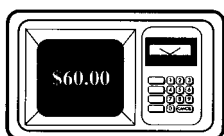


You will have 4 free cash withdrawals every month. Each extra use will cost you 85¢. This fee will be taken automatically out of your cash benefit account.

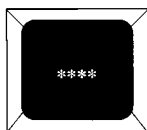
Safety First



- Have your card ready.



- Choose a well lit ATM in a place where you feel safe.



- Never let anyone see you enter your secret PIN.



- Put your cash, card and receipt away quickly.

How to Take Care of Your EBT Card

- Keep your card in a safe place when you are not using it.
- Never write your secret PIN on your card.
- Do not damage or bend your card.
- Do not write on or scratch the black stripe on the back of your card.
- Do not put your card near magnets, TVs, stereos, VCRs, or even the magnetic clasp on a purse.

Where to Use Your Card

You can use your card to get your benefits where you see this mark:



ACCEPT BOTH
FOOD STAMP
AND CASH
ASSISTANCE
BENEFITS



ACCEPT
FOOD STAMP
= BENEFITS
ONLY



ACCEPT CASH
= ASSISTANCE
BENEFITS
ONLY

When Benefits Will Be Available

- EBT will not change your benefit amount.
- You will receive your benefits on the same day every month regardless of weekend or Holiday.
- **Food** benefits will be available on the **5th** of each month.
- **Cash** benefits will be available on the **15th** and **30th** of each month, except in February. February benefits will be available on the 15th and again on the last day of the month.
- If you are currently receiving your cash benefits by direct deposit (EFT), you can continue to do so. You will still have to use your EBT card to access your Food Stamp account only.

You Should Also Know...

- ...that you cannot be charged a fee to use your food benefits.
- ...that you cannot be required to make a minimum purchase to use your food benefits.
- ...that you may use your card as many times as you need to until the balance is spent.
- ...you can request a new card through Customer Service, and one will be sent to your District Office within 2 business days.
- ...you must use your benefits at least once every 90 days or your benefits will become inactive.
- ...Expedited food benefits are available through EBT.

What to Do if: The System is Not Working or The Store Does Not Have a Card Reader

MANUAL VOUCHER	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Card Number	Amount
Print Cardholder Name	
Cardholder Signature	
Cardholder Verification Statement.	

The clerk may **fill out a manual voucher**, for food stamp purchases only.

This voucher will list:

- Your card number.
- The amount of your purchase.

After the clerk fills in the voucher, the clerk will call to see if you have enough benefits to buy the food. Before you sign, make sure the amount on the voucher is correct. If it is, sign the voucher, and you will be given a copy of the voucher. Keep this voucher so you can subtract this amount from your balance. This will give you the correct amount in your account.

It may take a few days for the amount to be subtracted from your account.

Your PIN



PIN stands for Personal Identification Number.

- Your secret PIN is your electronic signature. It is the key that unlocks your benefit accounts.
- To use your EBT card, you must enter your 4 number secret PIN into the machine.
- Keep your PIN a secret.
- Never write your secret PIN on your card.
- Never let anyone see you enter your secret PIN at a machine, even a store clerk.
- Never give anyone your card or secret PIN. If a person has your card and knows your secret PIN, they can use **ALL** of your benefits.
- If someone else uses your secret PIN and card, your **BENEFITS WILL NOT BE REPLACED.**

Words to Know



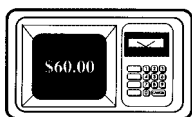
EBT (Electronic Benefit Transfer):

The way you will get your food benefits and/or cash benefits.



POS Machine (Point of Sale Machine):

This machine reads your EBT card so you can buy food with your food stamp benefits and other items with your cash benefits. This can also be called a **card reader** machine.



Cash Machine or ATM (Automated Teller Machine):

A machine found at banks and stores where you get your cash benefits.



PIN (Personal Identification Number):

This four number code must be used with your EBT card. It is very important to keep this code a secret.

When to Call Customer Service



1-888-997-9777

This is a free call.

Customer Service is open **24 hours a day, 7 days a week** to answer any questions you may have about how to get your benefits.

The customer service number is first answered by a computer. You will be asked questions to help direct your call.

Call to find out:

- Where you can use your card.
- Your food stamp account balance.
- Your cash account balance.



Call if:

- You have questions or problems using your EBT card or secret PIN.
- Your card is lost or stolen. You **must** report this immediately.
- Your card does not work.

Toll-Free Customer Service

1-888-997-9777



- Never tell anyone your PIN.
- Call Customer Service before you go shopping to get your account balance.
- Save receipts to check your balances.
- Take care of your EBT Card.
- Keep your card in a safe place.
- Call Customer Service right away if your card is lost or stolen.
- Go to your local District Office for a new Personal Identification Number (PIN).



State of New Hampshire

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